DOCUMENT RESUME

ED 363 214 HE 026 824

AUTHOR	Hubbard, Dean L., Ed.
TITLE	Continuous Quality Improvement: Making the Transition to Education.
REPORT NO	ISBN-0-9633819-8-9
PUB DATE	93
NOTE	524p.
AVAILABLE FROM	Prescott Publishing Co., P.O. Box 713, Maryville, MO 64468. ($22.95).
PUB TYPE	Books (010) -- Reports - Descriptive (141)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	*Administrative Principles; Case Studies; Classroom Environment; *College Administration; Colleges; Competency Based Education; Educational Change; *Educational Improvement; Educational Planning; *Educational Quality; Essays; Faculty Development; Higher Education; Human Resources; Instructional Improvement; Postsecondary Education; *Quality Control; School Business Relationship; Universities
IDENTIFIERS	*Total Quality Management

ABSTRACT

This book is a collection of case studies by 27 educational and industrial leaders describing the implementation of specific Total Quality Management techniques which have demonstrated their value. Essays and their authors are as follows: "Process Improvements Using Team Environments" (Scot M. Faulkner); "Team Effectiveness" (Robert S. Winter); "Team-Based TQM: A Model for Post-Bureaucracy" (Marvin E. Lane); "Piecing Together the Full Power of Total Quality at a Community College" (Richard D. DeComos, Jerome S. Parker); "Is Quality a Manageable Commodity in Higher Education?" (Dean L. Hubbard); "Forging Effective Business-Academia Partnerships" (Robert M. Price); "Transformation: From Good to Better!" (Richard N. Lennes); "Continuous Improvement: Transition Through Service Systems" (Susan G. Hillenmeyer); "Is There Hope for TQM in the Academy?" (Trudy W. Banta); "Maximizing Flexibility for Tenured Faculty Positions with CQI" (Sandra Featherman; Valerie Broughton); "Faculty as Customers: Hard Lessons for Administrators" (Robert L. Carothers, Jayne Richmond); "Partners in Progress: An Integrative Approach to Educational Quality" (Linda L. Baer and others); "Quality Assurance within Higher Education in the United Kingdom" (Richard G. Fisher); "Juran's 'Quality Planning Road Map' as a Framework for Mission Development" (Neil Story and Bruce H. Allen); "Human Resources Improvement at the University of Pittsburgh" (Shirley Tucker); "Voice of the Customer: Using QFD as a Strategic Planning Tool" (Burt Peachy, Daniel Seymour); "Systems Thinking" (Leslee M. Brockett, Clyde E. Letarte); "Implementing TQM in a Research University" (Patricia Kovel-Jarboe); "Schoolhouse of Quality" (Robert E. Bush, Betty J. Bush); "Total Quality Management in Education" (E. W. Gore, Jr.); "Quality Quest: A Community's Catalyst for Progress" (Gary W. Evans); "TQM in the Teaching/Learning Process" (Stanley J. Spanbauer); "LEARN: The Student Quality Team Process for Improving Teaching and Learning" (Kathryn H. Baugher); "The Empowering Educator: A CQI Approach to Classroom Leadership" (Gary M. Shulman); "Constancy of Purpose: Ability-based Education and Assessment-As-Learning" (William McEachern); "Total Quality

Management: A Class That 'Walks Its Talk'" (Merlin J. Ricklefs); "CQI: A Model for Reform Based on Assessment-As-Learning and TQM" (Ralph Mullin). (GLR)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

THIS
DOCUMENT
NOT
AVAILABLE
FROM

EDRS